



INFORMATION REDACTED PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

Customer Pay Invoice \$0.00

24400 Calabasas Road Calabasas CA US 91302  
https://www.cadillacofcalabasas.com Phone: 1(818) 953-0150

RO# : [REDACTED] | Tag# : [REDACTED]  
Check in: Wed Jan 3, 2024 | 1:53 PM  
Promise Time: Wed Jan 3, 2024 | 5:00 PM

Customer

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
PORTER RANCH, CA  
[REDACTED]

Vehicle

2021 Cadillac Escalade  
[REDACTED]  
26,920 Mi In / 26,921 Mi  
Out  
In Service: 02/27/2021

Service Advisor

Sean Smilor  
(818) 953 0150

1.	MPVI	PERFORM CERTIFIED MULTI-POINT VEHICLE INSPECTION	Customer Pay	\$0.00
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Job added by Adrian Gonzalez on Wed Jan 3, 2024 | 1:53 PM

MPVI PERFORM CERTIFIED MULTI POINT VEHICLE INSPECTION Labor \$0.00

Technician  
Robert Garcia 000044614

1. PERFORMED CERTIFIED MULTI POINT VEHICLE INSPECTION. SUBMITTED INSPECTION FORM WITH VEHICLE STATUS.

2.	CONCERN	TOW-IN VEHICLE SHAKING AND SMOKING CHECK AND ADVISE	Customer Pay	\$0.00
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Job added by Elyana Flores on Wed Jan 3, 2024 | 1:53 PM

CONCERN Customer States Labor \$0.00

Technician  
Robert Garcia 000044614

1. VEHICLE WAS STARTED TO VERIFY CUSTOMERS CONCERN. VEHICLE HESITATED TO START AND LOW VOLTAGE MESSAGE CAME UP ON THE DASH. MDI WAS PLUGGED IN TO SCAN FOR CODES. CODES THAT CAME UP WERE LOW VOLTAGE CODES TO ALL MODULES SO BATTERY WAS TESTED WITH THE GR1000. THE TEST RESULTS SHOWED BAD BATTERY. BATTERY WAS REPLACED WITH NEW BATTERY. THE LOW VOLTAGE CODES WERE CLEARED AND THE VEHICLE WAS TEST DRIVEN. VEHICLE RAN NORMAL AND THERE WAS NO SHAKING OR SMOKING COMING FROM VEHICLE.

3.	RENTAL	ENTERPRISE RENTAL	Warranty Pay	\$0.00
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Job added by Sean Smilor on Wed Jan 3, 2024 | 3:25 PM





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Customer

Vehicle

Service Advisor

2021 Cadillac Escalade

Sean Smilor

(818) 953 0150

RENTAL ENTERPRISE RENTAL

Labor \$0.00

1. ENTERPISE RENTAL

4. CONCERN check battery to get codes for warranty

Warranty Pay \$0.00

Job added by Doug Blanton on Tue Jan 9, 2024 | 8:53 AM

CONCERN Customer States

Labor \$0.00

Technician

Robert Garcia 000044614

1. BATTERY WAS TESTED WITH GR1000 AND RESULTS SHOWED BAD BATTERY. BATTERY WAS REPLACED AND VEHICLE STARTS UP NORMAL. FAILURE CODE [REDACTED]

Parts

88864542 BATTERY 1

Fees

\$0.00

LAF Lead Acid Battery Fee \$0.00

Battery Battery Disposal Fee \$0.00

Labor \$0.00

Parts \$0.00

Sublet Labor \$0.00

Sublet Parts \$0.00

Fees \$0.00

Discounts \$0.00

Tax \$0.00

Deductible \$0.00

Original Estimate

Wed Jan 3, 2024 | 1:53 PM \$0.00

Invoice Total \$0.00

BAR# [REDACTED] | EPA# [REDACTED]

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**Customer**



**Vehicle**

2021 Cadillac Escalade



**Service Advisor**

Sean Smilor

(818) 953 0150

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By	Date & Time	Authorization Obtained By
\$	\$			<input type="checkbox"/> Telephone <input type="checkbox"/> Text <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E mail (See Attached)
Revised Estimate \$	\$			<input type="checkbox"/> Telephone <input type="checkbox"/> Text <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E mail (See Attached)

**TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE**

\*I hereby authorize the repair work above to be done along with the necessary material and agree that you are not responsible for loss or damage to the vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond our control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

X  
Customer Signature

Date

**GENERAL MOTORS SERVICE REPLACEMENT PARTS AND ACCESSORIES WARRANTY:**

General Motors Corporation warrants only to dealer that it will pay dealer for repair or replacement of any defective or malfunctioning Part or Accessory (except select GM Goodwrench Engine Assemblies, GM Goodwrench Shock Absorbers, Sheet Metal and ignition Wire Sets), as follows:

Parts and Accessories Installed by Dealer, prior to January 1, 2013 — 12 months or 12,000 miles, whichever occurs first from date of transaction.

Parts and Accessories Installed by Dealer, on or after January 1, 2013 — 12 months from date of sale by dealer.

Parts and Accessories Sold Over-the-Counter — 12 months from date of sale by dealer

Please see Parts or Service Manager, for a full text copy of the GM parts and service warranty, for any warranty coverage(s) that are different than described above.

This warranty covers only repairs or replacements made necessary due to defects in materials or workmanship.

**IT DOES NOT COVER:**

Conditions resulting from negligence, alteration, accident or use for which the Part or Accessory was not designed or approved by General Motors. Loss of time, inconvenience, loss of use of the vehicle or other economic loss.

Damage due to the lack of maintenance or use of wrong fuel, oil, or lubricants.

On Over The Counter sales, labor reimbursement for removal of the malfunctioning Part or Accessory from the vehicle and reinstallation.

The selling dealer or any dealer handling the vehicle line may perform the repairs or replacements covered under this warranty. These repairs or replacements are to be performed within a reasonable time following delivery of the malfunctioning Part or Accessory to the dealer's place of business. The dealer must obtain the purchaser's copy of the original sales slip on counter sales, or a copy of the repair order on dealer installations, to validate date of purchase and vehicle mileage, as applicable.

OTHER TERMS: THIS WARRANTY IS EXPRESS IN LIEU OF ALL OTHER WARRANTIES OF ANY KIND EXPRESSED OR IMPLIED, INCLUDING (WITHOUT EXPRESSLY) ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE APPLICABLE TO SUCH PARTS AND ACCESSORIES. THE PAYMENT FOR REPAIR OR REPLACEMENT IS THE EXCLUSIVE REMEDY UNDER THIS WRITTEN WARRANTY. GENERAL MOTORS SHALL NOT BE LIABLE FOR SPECIAL, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES (FOR OTHER THAN INJURY TO THE PERSON) RESULTING FROM BREACH OF THIS WRITTEN WARRANTY. GENERAL MOTORS NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY OTHER OBLIGATION IN CONNECTION WITH SUCH PARTS OR ACCESSORIES. OTHER TERMS: THIS WARRANTY IS EXPRESS IN LIEU OF ALL OTHER WARRANTIES OF ANY KIND EXPRESSED OR IMPLIED, INCLUDING (WITHOUT EXPRESSLY) ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE APPLICABLE TO SUCH PARTS AND ACCESSORIES. THE PAYMENT FOR REPAIR OR REPLACEMENT IS THE EXCLUSIVE REMEDY UNDER THIS WRITTEN WARRANTY. GENERAL MOTORS SHALL NOT BE LIABLE FOR SPECIAL, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES (FOR OTHER THAN INJURY TO THE PERSON) RESULTING FROM BREACH OF THIS WRITTEN WARRANTY. GENERAL MOTORS NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY OTHER OBLIGATION IN CONNECTION WITH SUCH PARTS OR ACCESSORIES.

**WARRANTY INFORMATION ABOVE IS AN EXCERPT OF THE MANUFACTURERS LIMITED WARRANTY, FOR INSTALLED PARTS, REMANUFACTURED PARTS AND "OVER-THE-COUNTER" PARTS. PLEASE SEE PARTS OR SERVICE MANAGER, FOR A FULL TEXT COPY OF MANUFACTURES WARRANTY, TO DETERMINE ANY WARRANTY THAT MAY APPLY TO YOUR PARTS OR VEHICLE.**

**As-Is Warranty Disclaimer**

The only warranties, applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the damages to property, damages for loss of use,

loss of time, loss of profits, or income, or any other incidental damages.

**NOTICE TO CUSTOMER REGARDING ENVIRONMENTAL COMPLIANCE CHARGES**

We make a separate charge for the storage and disposal of toxic wastes. Rather than recover these costs by increasing our labor rates to all of our service customers, we make this charge only on those particular repairs or services which generate these wastes. These are uniform charges which are calculated annually for each particular service and are available on request. We make a separate charge for the storage and disposal of toxic wastes. Rather than recover these costs by increasing our

labor rates to all of our service customers, we make this charge only on those particular repairs or services which generate these wastes. These are uniform charges which are calculated annually for each particular service and are available on request.

**TO OUR SERVICE CUSTOMERS:**

Our usual charges for labor are not based on actual mechanic's, time but are simply our prices for particular jobs. You will be charged no more than the estimated price approved by you. However, if we discover that different or actual repairs are indicated, you will be contacted for your advance approval of a revised estimate.

**ADDITIONAL TERMS & CONDITIONS**

1. Our Dealership's usual charges for labor are not based on actual mechanic's time but are simply our prices for particular jobs.
2. You will be charged no more than the estimated price approved by you. However, if we discover that different or additional repairs are necessary, you will be contacted for your advance approval of a revised estimate.
3. Customer is hereby notified that the vehicle and any of its contents are not insured or protected to the amount of the actual cash value thereof, or otherwise, against loss occasioned by theft, fire or vandalism while the property remains with the Dealership.
4. Customer states no articles of personal property have been left in the vehicle and dealer is not responsible for inspection thereof.
5. The repair of this vehicle and completion date are subject to the availability of labor and parts. The Dealership is not responsible for unavailability of parts or delays in parts shipment beyond the Dealership's control.
6. Due to the type of service requested some repairs must be sublet.
7. All labor and materials will be paid for in cash unless Dealer agrees to other payment arrangements in advance. Notice as used under PAYMENT TERMS on the front side hereof will be deemed to have been given upon deposit in the United States mail, postage prepaid, of written notification to that effect addressed to the customer at the address given on the front side hereof.
8. If the vehicle described herein is not called for within three (3) days after such notice is given, a daily storage fee will be charged, \$50.00 per day.
9. The Dealership is authorized to deliver the vehicle described herein or any of its contents to any person presenting this receipt.
10. In addition to any and all legal remedies available, I authorize the Dealership to have a lien on the vehicle described herein for all charges for repairs, including labor and parts, storage and/or towing, and to enforce such lien. The Dealership is hereby expressly authorized to sell said vehicle at public auction after giving a twenty (20) day written notice by certified mail to the legal owner, registered owner, and Department of Motor Vehicles of intent to do so. On the sale date, the vehicle shall be sold to the highest cash bidder and the proceeds of sale must be used first to satisfy the lien plus storage costs and costs incident to sale, and the balance shall be forwarded to the legal owner, or if none, to the registered owner, or if the address is unknown, it shall be forwarded to the Department of Motor Vehicles. Said expenses for sale shall also include a reasonable attorney's fee, which may be necessarily incurred.
11. If any such charges remain unpaid for thirty (30) days after such request for payment, The Dealership may also refer such charges to its attorneys for collection and the customer will pay a reasonable attorney's fee. If any such charges remain unpaid for thirty (30) days after such request for payment, The Dealership may also refer such charges to its attorneys for collection and the customer will pay a reasonable attorney's fee.
12. The Power of Attorney granted on the front of this Repair Order/Invoice shall be irrevocable and shall remain in effect for so long as there is an outstanding amount due under the Repair Order/Invoice.
13. Remanufactured and refurbished parts that meet manufacturer approved source part requirements may be installed at our discretion. Additional information is available upon request.
14. I authorize the retrieval of on-board data as needed to facilitate vehicle repair, as well as sharing that data with the vehicle manufacturer for diagnostic and research purposes.
15. Customer acknowledges, if a request for parts return was made before work commenced, that some Parts are Not Returnable due to Original Equipment Manufacturer requirements, some parts must be returned to factory.

**WARNING:** Operating, servicing and maintaining a passenger vehicle or off-road vehicle can expose you to chemicals including engine exhaust, carbon monoxide, phthalates, and lead, which are known to the State of California to cause cancer and birth defects or other reproductive harm. To minimize exposure, avoid breathing exhaust, do not idle the engine except as necessary, service your vehicle in a well ventilated area and wear gloves or wash your hands frequently when servicing your vehicle. For more information go to [www.P65Warnings.ca.gov/passenger](http://www.P65Warnings.ca.gov/passenger) vehicle.

**AVISO:** El uso, servicio y imantenimiento de un vehiculo de pasajeros o de un todo terreno pueden exponerlo a sustancias quimicas, incluyendo los gases del escape del motor, morioxido de carbon', ftalatos y plomo, reconocidos por el Estado de California como cause de cancer, defectos de nacimiento u otros danos del sistema reproductivo. Para minimizar la exposicion, evite respirar los gases del escape, no deje, el motor en punto muerto (ralenti) salvo si es necesario, dele servicio al vehiculo en un area biers ventilada, y use guantes o lavese as manes con frecuencia al dar servicio al vehiculo. Para obtener mss informacion, visite [www.P65Warnings.ca.gov/passenger](http://www.P65Warnings.ca.gov/passenger) vehiculo.

**STATEMENT CONCERNING AMENDMENTS TO THE SONG-BEVERLY WARRANTY ACT AS FOLLOWS:**

A buyer of this product in California has the right to have this product serviced or repaired during the warranty period. The warranty period will be extended for the number of whole days that the product has been out of the buyer's hands for warranty repairs. If a defect exists within the warranty period, the warranty will not expire until the defect has been fixed. The Warranty period will also be extended if the warranty repairs have not been performed due to delays caused by circumstances beyond the control of the buyer, or if the warranty repairs did not remedy the defect and the buyer notifies the manufacturer or seller of the failure of the repairs within 60 days after they were completed. If, after a reasonable number of attempts, the defect has not been fixed, the buyer may return this product for a replacement or a refund subject, in either case, to deduction of a reasonable charge for usage. This time extension does not affect the protections or remedies the buyer has under other laws. A buyer of this product in California has the right to have this product serviced or repaired during the warranty period. The warranty period will be extended for the number of whole days that the product has been out of the buyer's hands for warranty repairs. If a defect exists within the warranty

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BY LAW, YOU MAY CHOOSE ANOTHER LICENSED SMOG CHECK FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES ARE NECESSARY

Upon Request, you are entitled to receive a copy of the Towing Fees and Access Notice.